



Pay Pool Administrator Advisory

2015-10

Issue Date: December 4, 2015

Topic: Patch Applied to Fix CAS2Net Intermittent Service Outage

Discussion: CAS2Net users have reported intermittent service outages for the past couple of days, often accompanying by the following message:

Service Temporarily Unavailable

The server is currently unable to handle the request due to a temporary overloading or maintenance of the server.

While troubleshooting the system, Acquisition Logistics and Technology Enterprise System and Services (ALTESS) administrators, who hosts the CAS2Net production servers, discovered an error that had been introduced in a recently applied Oracle security patch, that may have caused the intermittent service outage. A second patch was applied yesterday from Oracle that should fix the problem.

Action: Please notify us if you get this message. If users receive this message, please advise them to try again and if it persists, restart the browser to try again. It has been our experience that the service interruption only lasted for a few seconds or minutes at most, but we understand the inconvenience this has caused.

NOTE: This fix does not resolve the issue with generating appraisal forms detailed in Pay Pool Administrator Advisory 2015-09. Time restrictions (7:00 PM EST to 7:00 AM EST) remain for generating batch appraisal reports by Sub-Panel Manager and Second Level Supervisor. You may generate batch appraisal reports by First Level Supervisor at any time.

All advisories are posted on the DoD AcqDemo website at

<http://acqdemo.hci.mil/advisories.html>